

AZNET SLA Scorecard

Service Level Agreement		JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08
CRITICAL SERVICE LEVEL														
Severity 1 Trouble Repair SLA	SLA Status													
	Incident Count	1	0	0	1	4	2	0	2	0	0	4	1	1
	Missed Tickets	0	0	0	0	1	0	0	0	0	0	0	0	0
	Metric*	-7.11	0.00	0.00	-3.55	-19.75	-9.11	0.00	-2.91	0.00	0.00	-12.97	--3.75	-3.10
Severity 2 Trouble Repair SLA	SLA Status													
	Incident Count	12	6	12	25	19	17	9	12	11	12	10	8	9
	Missed Tickets	0	0	0	2	1	0	1	2	0	0	1	0	0
	Metric*	-51.97	-24.52	-45.36	-118.50	-85.61	-80.45	-31.11	-41.24	-55.41	-54.66	-28.04	-40.94	-42.09
Severity 3 Trouble Response SLA	Incident Count**	x	x	x	x	x	x	x	482	440	431	498	440	443
	Missed Tickets**	x	x	x	x	x	x	x	11	7	5	3	2	16
	% Met	x	x	x	x	x	x	x	97.8%	98.4%	98.9%	99.4%	99.6%	96.4%
Trouble Tickets not Reopened		98%	99%	98%	97%	99%	98%	98%	99%	98%	98%	98%	99%	100%
Time to Dispatch Target 98%	Incident Count	x	3	4	9	11	14	8	6	6	3	7	3	4
	Missed Tickets	x	0	1	0	1	0	0	2	1	0	1	0	0
	% Met	x	100%	75%	100%	91%	100%	100%	67%	83%	100%	86%	100%	100%
Chronic Problems	SLA Status													
	Incident Count	0	0	0	0	0	0	0	0	0	0	0	1	4
Tier I Availability		100.000%	99.995%	100.000%	99.994%	99.987%	99.991%	100.000%	99.986%	99.997%	99.998%	99.995%	100.000%	99.995%
Tier II Availability		99.997%	99.998%	99.996%	99.993%	99.997%	99.995%	99.996%	99.993%	99.999%	99.999%	99.997%	99.998%	99.934%
Tier III Availability		99.999%	100.000%	99.999%	99.998%	99.997%	99.997%	99.998%	99.999%	99.998%	99.997%	99.995%	100.000%	99.999%
On-Time Completion of Services Target 95%			95.3%	92.5%	96.7%	95.9%	93.9%	97.2%	95.8%	98.2%	98.6%	97.9%	99.1%	97.0%
Service Requests Not Reopened		99%	99%	98%	98%	98%	99%	99%	99%	99%	99%	99%	99%	100%
Total SLA Credits				TBD	TBD	TBD	TBD		\$1,100	\$700	\$500	\$300	\$200	\$1,600

Notes:

- Green means met SLA, Red means missed SLA and service credit paid.
- (*) Metric shows the number of hours above or below the SLA limit (i.e., a negative number implies time to spare, a positive number implies time exceeding the limit).
- (**) SLA not reported, issue resolved through settlement agreement.
- (***) Time to Dispatch Severity 1 and Severity 2 only
- Savings & System Level SLA's reported separately